

# The HHSA Connection

JULY 2004

SAFE, HEALTHY AND THRIVING COMMUNITIES

## A Year in Review *The Agency's FY '03-'04 Accomplishments Shine*

**K**eeping with the Agency's Mission Statement, *to make people's lives safer, healthier and self sufficient by managing essential services*, HHSA had a great year. Some things, like Firestorm 2003, call for many specialists to work together. Following is just a sampling of the many other different ways we serve our community.

[Review the complete Operational Plan](#)

### All Regions

Provided free tax preparation services to 2,000 low income residents for the EITC program, returning \$3 million to the community.

Found placements within their own geographic communities for 61% of 1,400 foster children, helping preserve community connections and stabilizing the population at the Polinsky Children's Center.

Converted 78% of 1,500 CalWORKS recipients who exit welfare each month to Medi-Cal, promoting access to health care.

### Central/North Central Regions

Enrolled 90 children into Medi-Cal through partnerships with local schools as part of the Express Lane Eligibility pilot program.

### East Region

Improved outcomes for low-income

mothers and their children through the Nurse-Family Partnership home visitation program, serving more than 315 families.

### North Coastal/Inland Regions

Created and distributed "Access to Healthcare Referral Toolkits" to 45 Agency programs and community agencies.

### South Region

Established a Countywide Domestic Violence hotline, referring 1,000 callers to emergency shelter, counseling, legal and other services.

### Aging & Independence Services

Initiated an intergenerational program at San Pasqual Academy, a state-of-the-art residential education campus for foster youth.

### Behavioral Health

*Behavioral Health Services is a continuum of mental health, alcohol and other drug services for children, youth, families, adults, and older adults.*

Implemented a Dual Diagnosis initiative by providing training, technical assistance and consultation to 22 contracted programs on integrated treatment approaches for those clients with both substance abuse and mental health problems.

### Public Health

Fully immunized 87% of 2,403 two-year olds, exceeding the recent State (67%) and national (64%) rates for fully immunized children.

### Child Welfare Services

Laid the groundwork to manage and achieve State and federal accountability outcomes for the safety, permanency and the well being of children.

*Continued on page 8*

## A Message from Jean Shepard Agency Director

**I**t's important to take a moment to reflect on all that we have accomplished during the past year, and to feel proud of how we work together to serve the community of San Diego.



This newsletter is designed to span activities across the Agency, giving you a chance to learn about each others' efforts, and to spotlight special projects. It shows how all programs support the Strategic Initiatives that in turn support our Mission Statement.

Because the newsletter is for you, we want your input regarding content. Please take a moment to let us know what you want to see in future issues (note below).

The success of our services depends on each of you. As you can see by the past year's accomplishments, together, we do achieve great results.

*Jean Shepard*

Hyperlinked **READER SURVEY** - Please let us know what you like and don't like about this newsletter, as well as what you'd like to read about in future issues. First 25 respondents will receive a free thank-you gift!



## Eat it Up!

### *Central Region Brings Nutrition Classes to the Community*

**T**he Central Region's Health Promotion is working in collaboration with community partners to bring nutrition/cooking classes to the parents at Marshall Elementary School. Our partners include the University of California Cooperative Extension, City Heights Wellness Center, Project Lean and Marshall Elementary School's parent academic liaison (PAL). We have found a captive audience of 30 parents who were identified by the PAL. Classes meet once weekly for a series of 9 lessons. All classes are interactive and include a nutrition lecture, food/cooking demonstration and tasting. Parents take home information, recipes and upon completion of the 9 sessions, a certificate of completion will be awarded to each parent.

Our goal is to practice healthy eating behaviors by focusing on nutrition, physical fitness, food safety, meal planning and food shopping. This project also brings diverse individuals/ethnicities together by promoting the culture of learning, sharing and promoting positive self-image and lifestyle choices.

In as little as 5 weeks, the group of parents have shown a greater interest in all training sessions conducted by the PAL. Improving the academic levels of children by bringing the parents into the school environment and community resources to the parents at the school will be a success for all.



## Pilot Program Proves Successful

### *Struggling Welfare-to-Work Customers Get Help from New Sanction Team*

**I**t began in January 2004 - a countywide Sanction Team Pilot designed to help resolve the problems of those individuals who are struggling to improve their lives.

Specifically, the team's goal was to re-engage those Welfare-to-Work customers throughout San Diego County who fail to meet the program requirements and get what's called a "sanction." When this happens, they cannot progress with the program, and therefore, do not get all the help that is available to them.

The team aims to facilitate the activities that lead to self-sufficiency. Team efforts involved collaboration with Employment Case Managers, clerical, fiscal, Eligibility and Regional Program Support staff.

The team has already seen a positive return.

Outreach efforts resulted in grant increases for many customers along with re-engagement in the Welfare-to-Work Program. Customers were able to access supportive services such as childcare and transportation, and received resource information including housing, mental health, substance abuse, and domestic violence. The Sanction Team was very successful in quickly and effectively resolving customer sanctions.

One success story involved a sanctioned customer with a history of substance abuse. She was eager to start a new life and had maintained sobriety for 82 days. She had recently started a job search program. The team worked with her to resolve her sanction and arranged for her to receive help with transportation and childcare so that she could successfully continue in her program. The customer was ready to accept personal responsibility and was thankful for the opportunity to quickly resolve her sanction and begin utilizing the benefits of the Welfare-to-Work Program.



## Fallbrook Community Resource Center Welcomes New Partner

### *One Stop Job Shopping*

The HHSA Fallbrook Community Resource Center played host to numerous community partners, Agency staff and invited guests during the unveiling of the "one stop" career center information kiosk that is now a part of their lobby.

The event, which was held on May 27, was a collaboration among Supervisor **Bill Horn**, the Health and Human Services Agency and the San Diego Workforce Partnership. Supervisor Horn, HHSA Deputy Director **Nick Macchione** and Workforce Partnership's CEO, **Larry Fitch**, delivered remarks, which were followed by kiosk demonstrations, center tours and resource displays.

The addition of this kiosk to the center provides vital links to job training and employment support services that are harder for rural communities access due to geographic isolation. In addition to this new service, the Fallbrook Community Resource Center provides many valuable programs and resources to this rural community. County residents can access public health services, or apply for Medi-Cal health insurance and other CalWORKs support services that help at-risk families achieve self-sufficiency.



County Supervisor Bill Horn, here with HHSA staff, helped welcome the new career center information kiosk at the Fallbrook Community Resource Center.



HHSA Deputy Director Nick Macchione, San Diego Workforce Partnership CEO Larry Fitch and County Supervisor Bill Horn unveil the new employment kiosk at the Fallbrook Community Resource Center.

## North County Regions Honor Foster Families

### *Fostering TLC for those who Need it and those who Give it*

Kids of all ages played the day away at the 5th Annual North County Foster and Kinship Celebration on May 22 at Green Oak Ranch in Vista. County Supervisor **Bill Horn**, Health and Human Services Agency (HHSA) Director **Jean Shepard**, and HHSA Deputy Director **Nick Macchione** joined more than 600 people for the festivities to honor North County families who care for abused, neglected and abandoned children.

Co-sponsored by San Diego County HHSA, New Alternatives, Inc., Green Oak Ranch and the North County Foster Parent Association, the event featured a resource fair and numerous activities for children. Special awards were presented to five outstanding North County foster and kinship families.

The event was timed to coincide with National Foster Care Month in May, as well as contribute to the regions' ongoing efforts to increase community awareness about the need for more foster homes, and honor those who heal and nurture abused children.

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HHSA Director Jean Shepard acknowledges foster families for their important part they play in helping to keep North County children within their community.



For their work with Native American foster children, Robert and Maryann Arviso (holding award) were presented with the "Starfish Award" at North County's 5th Annual Foster Family Celebration. With them is social worker Jenny Rush-Buffalohead, Indian Health Council Representative Karan Kolb and HHSA Deputy Director Nick Macchione.



## Aging & Independence Services

Working for Communities!

### Visit the AIS Art Gallery

#### *Take a Walk on the Colorful Side*

The walls at Aging & Independence Services are alive with bright flowers, landscapes, sunsets, desert scenes, faces, and even dragonflies. Members of Associated Senior Artists of San Diego, an energetic guild of artists aged 55-plus, are displaying their work on the second floor hallways and in the Joaquin Anguera Room of AIS's Hazard Way building.

Not only does this gallery give the artists a chance to share their efforts, but it gives exposure to the artists themselves as great examples of remaining creative at any age.

The group is also a model of how to stay connected in our community. Friendships develop as members assist one another in perfecting their craft and as they look for more opportunities to display their creations.

The membership roster for Associated Senior Artists boasts professionals, teachers, docents and others; many have won awards in juried competitions. They show a range of styles and media, including oils, pastels, watercolors, collages and photography.

The art is for sale, with profits going to the artists. The works being shown at AIS are rotated every three months. So going down our hallways is no longer a predictable walk; you never know what you're going to see.



Seniors light up the walls with various images and scenes.

## Alcohol and Drug Services

Working for Communities!

### One Grant Down, One to Go!

#### *Uncovering Funds to Fight Recovery*

Alcohol and Drug Services has been awarded a State grant from the Office of Traffic Safety and is applying for a federal grant from the Substance Abuse and Mental Health Services Administration.

#### **Reducing Driving Under the Influence in East County**

The California Office of Traffic Safety (OTS) recently announced that a grant to reduce the incidence of alcohol-related automobile crashes in the East County Region has been awarded to Health and Human Services Agency, Alcohol and Drug Services. The grant will provide \$200,000 over a two-year period. The proposed services, provided through a subcontract with a regional prevention services contractor, will provide funds to an array of community-based organizations which will work together to reduce alcohol-related automobile crashes in the East County Region, primarily in El Cajon

and La Mesa. OTS' rankings for 92 "like-sized" California cities indicate La Mesa is ranked 1st and El Cajon is ranked 2nd in number of alcohol-involved collisions.

#### **SAMSHA Grant**

ADS is submitting an application to the Substance Abuse and Mental Health Services Administration (SAMHSA) under the Targeted Capacity Expansion initiative to expand and enhance gender-specific residential treatment for pregnant and parenting women addicted to methamphetamine. If funded, the grant would provide up to \$500,000 per year for up to three years to support residential treatment for women and their children, along with comprehensive case management services focused on linking women to community resources to meet their needs, including physical health and dental health. Services provided by the residential treatment program would consist of 9-12 months of treatment focused on recovery, with special emphasis on familial relationships, trauma recovery, and mental health.



### Special Times for Special Teens

#### *Seniors at San Pasqual Academy Celebrate Events of the Season*

**S**an Pasqual Academy congratulates its third, and largest yet, graduating class. On June 25th, twenty-four seniors received their diplomas. The ceremony, with 300 invited guests, has outgrown the Assembly Hall, and was held in the Gymnasium. Numerous scholarships were awarded. Four members of the graduating class will be going directly to four-year colleges and universities, others will attend various community colleges full-time, and some will combine attending community colleges and working.

The day before graduation, the Academy teachers treated the seniors to breakfast. At this third annual Senior Breakfast, the students shared memories and plans for the future during their last meal together as a graduating class.

Before the excitement of graduation, came Prom night! On the evening of June 18th, students



San Pasqual Seniors, dressed for a festive night at sea.

enjoyed an evening of dining and dancing aboard the dinner cruise yacht, *High Spirits*. The young ladies wore formal gowns, with the young gentlemen in tuxedos. They were all transported to and from their night of merriment by limousine buses. Anticipation filled the campus as students enjoyed preparations that included making their own special corsages, learning hair and makeup techniques and discovering the art of dress altering with the help of volunteers from the intergenerational mentoring program, Friends of San Pasqual Academy and the San Pasqual Academy Neighbors.

## Support Divisions - Information Technology Division (ITD)

### Operational Excellence

### The Search is Over

#### *Q: "Do You Know Who Can Sign Your Request for Access?"*

**W**ant to know who in your business unit approves a Computer Service Registration Form (CSRF) or a Request for Remote Access Form (RARF)? Now you can. Information Technology has recently set up a web site on the county Intranet. You can now go to the ITD web site and find out the names of the individuals who are authorized to sign off on the CSRF or RARF.

The web site contains records of CSRF/RARF approvers listed by high and low org. A business unit may designate up to three CSRF/RARF approvers per org number. The individuals listed in the high org record are authorized to approve

system access for any low org that falls within the jurisdiction of the high org. Approvers listed on the low org record may only approve access for the designated low org.

Searching for an approver is easy. You have several ways you can search. You can initiate a search by the approver's name, the low or high org number, or even by the department name. Say you need to remove an approver's name for several low org numbers. The problem is that you cannot

remember all of the low orgs for this approver. Select search by approver's name and then just enter their last name. The search results will list all of the org numbers to which the approver is known.

To learn more about the CSRF and RARF approvers, visit our ITD intranet site:

[http://hhsa\\_intranet.co.san-diego.ca.us/itd/index.html](http://hhsa_intranet.co.san-diego.ca.us/itd/index.html)





## Shining Stars

Working for Kids and Communities!

### HHSA Winners

#### *Spotlighting Our Co-Workers For Stellar Work*

**Carol Judkins**, PHN Manager from North Central Region was promoted to Public Health Nursing Chief in May.

Alcohol & Drug Services' Prevention Services Manager, **Bill Crane**, has been selected by the respected County Alcohol & Drug Program Administrators Association of California (CAD-PAAC) to receive its prestigious Prevention Award for 2004. He was honored with the award at the annual CADPAAC Banquet on May 27 in Sacramento.



Bill Crane

Mental Health Services' **Piedad Garcia**, Ph.Ed, LCSW, has been selected as San Diego County Mental Health Person of the Year by the Mental Health Recognition

Steering Committee, as celebrated at the 17th annual awards dinner on June 4th. This volunteer group represents public, non-profit and for-profit mental health organizations in the county.

Dr. Piedad Garcia

Her contributions to Mental Health in San Diego County were also recognized at the International Association of Psycho-Social Rehabilitation Conference held in San Diego in May 2004 and she was also re-elected to their Board of Directors.

Dr. Garcia currently serves as Director of Adult Systems of Care and ADD of Adult Mental Health.

The **National Association of Counties** (NACo) recognizes excellence in promoting responsible, responsive, and effective county government - as well as allowing counties to share ideas and information - with their annual



NACo Achievement Awards. 2004 winning HHSA programs are:

- 🏆 Contracts Training Academy
- 🏆 Earn It, Keep It, Save It!
- 🏆 HHSA Revenue Project
- 🏆 East Region Way Station
- 🏆 Health Advisory Committee on Terrorism
- 🏆 Emergency Medical Alert Network

Additionally, **Joan Zinser**, Deputy Director, Strategy & Planning/Policy & Program Support, will represent the Agency on July 18, when she receives the single 2004 Award of Excellence presented jointly by NACo and the National



Joan Zinser

Organization on Disability for spearheading the County's "You Can Work" program, a collaboration of public and private organizations.

For more info: [www.naco.org](http://www.naco.org)  
See the Agency's [press release](#)

## South Region

Working for Kids and Communities!

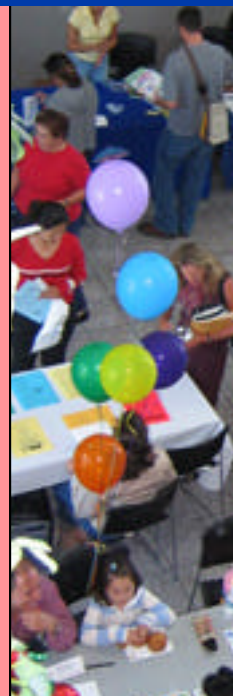
### Healthy Fun

#### *For Family and Community*



**C**huck E. Cheese delighted nearly 100 South Region foster families while they enjoyed an evening of pizza and games at the

National City restaurant in May. The event was organized as a respite for the families - an opportunity for them to forget about the special challenges of being a foster family for a night in order to focus on some serious fun! Chuck E. Cheese's restaurant staff complimented the foster children at the end of the evening for their exceptionally good behavior. The families all had a wonderful time. However, the children, not surprisingly, were a little reluctant to call an end to the evening!



**A**lso in May, HHSA South Region hosted a very successful two-day community health fair in celebration of "National Cover the Uninsured Week" at the Agency's Oxford Street building in Chula Vista. More than forty local community-based organizations participated in the event, which focused on providing information on free and low-cost health services information to uninsured South Region residents.



## Neighborly Cooperation

### *Community-Focused Collaborative Deals with the Many Issues Families Face*

**M**osaic is an existing Children's Mental Health collaborative initiated in 1998 and directed by Southeast Children's Mental Health program. This collaboration focuses on exploring the strengths and needs of this economically challenged community. *Mosaic* consists of community residents, non-profit agencies, school personnel, faith-based leaders, business leaders, and parents that work and live in Southeast San Diego/Logan Heights. Together *Mosaic* has built relationships and developed partnerships with the primary goal of improving the lives of children, youth and families.

Monthly forums (open to the public) are held on the 3rd Tuesday of each month from 9:30am - 11:00am at 841 South 41st Street.

*Mosaic* involves the community and has monthly guest speakers who share information about their organization. And, *Mosaic* partners with parents to help them get their needs met.

*Mosaic* offers an opportunity for participation to discuss concerns and help people to stay



connected as a community, such as child and youth oriented mental health issues, housing, kinship, child health and social welfare. During these discussions *Mosaic* members attempt to develop solutions to the issues raised. *Mosaic* has partnered with Harmonium Inc. to create the Family Guide Program which helps increase access to services for families receiving assistance at Southeast Children's Mental Health program.

Currently, *Mosaic* is just in Southeast San Diego. Other models of engaging the community and providers to share resources to better serve the community include the Central Region's MAPPS meeting to discuss homeless issues, and the East Region Collaborative Network.

*Mosaic* - CMHS is a division of Behavioral Health. For more information e-mail Mark.Kennedy@sdcounty.ca.gov or phone 619-595-4400.

## HHSA Overview - Public Health - *hyperlinked!*

Each month, the *HHSA Connection* will feature the services of the Agency's different divisions, to provide a broad overview of the Agency. This month, the series continues with Public Health.

**T**he Public Health Services (PHS) division works with private organizations and community-based professionals to:

- Increase the years and quality of healthy life
- Promote healthy behaviors
- Prevent disease and injury
- Protect individual and community health
- Assure access to health care
- Eliminate disparities in health status
- Protect the environment

It has a number of programs that accomplish these tasks including:

**Bioterrorism Preparedness and Disaster Medical Response:** Provides planning and response activities for bioterrorism, emergent disease outbreaks with a high public health risk and for medical response to disasters.



**Border Health:** Coordinates work between San Diego and Mexico to address public health, environmental health and emergency medical issues.

**Chronic Disease & Injury Prevention and Health Promotion (ChDIP/HP):** Promotes wellness and prevention of illness, disability and premature death from chronic diseases and unintentional injuries.

**Tobacco Control Resource Program:** Works to increase awareness of the risks of second-hand smoke; counter pro-tobacco influences; reduce tobacco sales to youth; and encourage tobacco users to quit.

**Community Epidemiology (CE):** Works to identify, prevent and control communicable diseases.

**Childhood Lead Poisoning Prevention Program:** Seeks to prevent lead poisoning in children through public education and case management for those with lead poisoning.



# Public Health Overview, *continued*

Continued from page 7

## **Emergency Medical Services:**

Ensures quality emergency medical services, and is involved in community education.

**Immunization Program:** Helps reduce vaccine-preventable diseases by disease reporting, investigation, education, community collaboration and the San Diego Immunization Registry.

**Maternal, Child and Family Health Services (MCFHS):** Works to promote health and to protect and support pregnant women, children, families and communities.

**Child Health and Disability Prevention Program:** Supports no cost, well-child health assessments for children who qualify in an effort to prevent or identify health problems.

## **San Diego Kids Health**

**Assurance Network:** Refers families to low-cost or no-cost health insurance plans for children and youth.

**Office of AIDS Coordination (OAC):** Helps to assure the devel-

opment and delivery of quality HIV prevention and treatment services.

**OAC-AIDS Case Management Program:** Provides assistance in accessing medical and support services for individuals living with HIV/AIDS.

**OAC-HIV Prevention:** Focuses on strategies and interventions to prevent the spread of HIV infection.

**OAC-HIV Testing and Counseling:** Provides HIV risk assessment, counseling, testing, and referral services for persons at risk for HIV infection.

**Office of Vital Records and Statistics:** Registers all births and deaths in the county.

**Public Health Laboratory:** Provides testing for rabies, tuberculosis, sexually transmitted diseases, HIV, communicable diseases and lead poisoning.

**Public Health Nursing Administration:** Provides leadership and administrative support for PHN activities and public health clinics.

**Reduce or Eliminate Health Disparities with Information:** Works with HHSA programs and community partners to reduce health disparities.

**Sexually Transmitted Diseases (STD) and Hepatitis Prevention:** Controls the spread of STD's through disease surveillance and reporting, treatment and partner notification services, and viral hepatitis preventive services include screening of at-risk individuals and protective vaccination.

**Tuberculosis Control:** Detects, controls and prevents the spread of TB through treatment, case management and contact investigation.

Continued from page 1

**Regional Program Support** (formerly Program and Policy Support Division - PPSD; 4 sections: Medical Care Program Administration (MCPA), CalWORKs, Quality Assurance and Resource Management, and Child Care/Food Stamps/Civil Rights) Completed 100% of Fiscal Year 2003-04 milestones for the CalWORKs Welfare Information Network, the new State information system for tracking families receiving welfare services, in order to prepare for system implementation.

**Administrative Support** (Financial and Support Services; Human Resources; Information Technology; Agency Contract Support; and Strategy and Planning divisions, Compliance Office and the Office of Resource Development within the Agency Executive Office.) Obtained \$7.2 million in grants or revenues for 56 Agency and community programs from federal, corporate and private foundations. And, GIS mapping capabilities provided crucial information for emergency preparation and service.

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*An ethical workplace is your right...and your responsibility...*



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Health and Human Services Agency

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